

FRANKLIN COUNTY DATA CENTER
Job Posting: IT Process Manager

ANNUAL SALARY: \$70,786 – 92,022Excellent Benefits Package**

SUMMARY

The IT Process Manager has two key roles. Firstly, this position is responsible for defining and implementing the Franklin County Data Center's (FCDC) Information Technology Service Management (ITSM) process governance framework. That framework will include the standards of tools, methods, methodology, metrics, and documentation as well as the roles and division of tasks within process governance including sponsorship, structure, and criteria for governance decision-making as well as the systems of reinforcement and continuity. Secondly, the IT Process Manager is responsible for defining, documenting, monitoring, and analyzing FCDC's IT processes within the Information Technology Infrastructure Library (ITIL) framework.

The IT Process Manager will work to gather and clarify process issues and requirements. S/he will be required to analyze and prepare complex cross-functional requirements and process flows, perform gap analyses between as-is and to-be processes, and make recommendations to the FCDC Leadership team on areas for continual process improvement.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Analyzes current environment for process improvement and documentation opportunities; proposes recommendations for improvement.
- Designs and implements an organization-wide framework for process improvement to include industry-standard methodology, measurement, training and implementation. Responsible for the ongoing performance reporting and evaluation of program.
- Creates, controls, and improves end-to-end IT processes.
- Creates process documentation including standards, processes and procedures and serves as the lead mentor to others creating such items.
- Diagnoses process improvement opportunities and develop solutions using principles of process excellence and related tools.
- Creates quality reports, analyses, and audits for developing plans and programs to support continuous quality improvement using applicable tools.
- Develops, implements, and enforces the governance of process documentation activities.
- Analyzes and reports data from continuous improvement activities.
- Plays lead role in all process improvement activities, ensuring that documentation remains current.
- Drafts and standardizes the templates that will be used for FCDC's standard operating procedures (SOPs). Establishes and monitors program for regular refresh of content.
- Proactively researches best practices to improve process efficiencies and makes recommendations based on the research reported.
- Measures and tracks continuous process improvement initiatives and reports on results.

- Serves as the FCDC ambassador for process improvement and enhancement. Promotes timely completion of process improvement, efficiency, and compliance activities.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

May be required to supervise staff members and provide coaching and guidance to FCDC employees relating to process improvement and governance.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Three to five years of process and procedure documentation required.
- Experience in an IT governance or compliance role preferred.
- ITSM – ITIL certification.
- Systems Development Life Cycle (SDLC) experience.
- Business Process Model and Notation (BPMN) experience.
- Experience working within a Project Management Office (PMO).
- Knowledge and experience of project management best practices, ability to lead concurrent initiatives with demanding deadlines and in a fast-paced environment.
- Strong understanding of technology trends and key business initiatives.
- Ability to combine strategic business and technical direction, and translate concepts into actionable implementation plans.
- Demonstrated analytical and problem solving skills.
- Proven knowledge in IT procurement methodologies and best practices.
- Strong collaboration skills and the ability to influence teams to follow directives established. Must work closely with those same teams to ensure they have input with the establishment of those governance principles and best practices.
- Strong analytic and process skills and a proven track record of introducing transformation and change to an organization
- Must be organized and be able to manage at a detailed level in a thoughtful manner across multiple efforts simultaneously.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Business Management, Computer Science, Information Systems or relevant discipline and three to five years technical experience in the IT field; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

ITIL, PMP, BPM, or CBAP certification preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee will be frequently be required to use a computer keyboard. The employee is occasionally required to stand, walk, and climb or balance. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The majority of work in this position will be performed in an office environment. The noise level in the work environment is usually moderate.

Employee, in this FLSA Exempt position, may be required to work extra hours including nights, weekends, and holidays as necessary to meet job requirements.

Data Center Benefits Summary:

**Medical, Vision, Life, Mental Health, Direct Deposit, Credit Union, Deferred Comp, Retirement,
Sick and Vacation Accrual, Tuition Reimbursement**
Send resume, references, and salary requirements to:

FRANKLIN COUNTY DATA CENTER
Attn: Jessica Wilkins-Bibbs, Director, Human Resources
373 S. High St. 9th Floor Columbus, OH 43215-4599
fcdejobs@franklincountyohio.gov
EOE No Fees